

## Interview Summary

Application No.

10/090,647

Applicant(s)

MCGWIN, JAMES E.

Examiner

Jonathan Ouellette

Art Unit

3629

All participants (applicant, applicant's representative, PTO personnel):

(1) Jonathan Ouellette.

(3) \_\_\_\_\_.

(2) Jon Roberts.

(4) \_\_\_\_\_.

Date of Interview: 17 August 2007.

Type: a) ☒ Telephonic b) ☐ Video Conference

c) ☐ Personal [copy given to: 1) ☐ applicant 2) ☐ applicant's representative]

Exhibit shown or demonstration conducted: d) ☐ Yes e) ☒ No.

If Yes, brief description: \_\_\_\_\_.

Claim(s) discussed: 1 and 2.

Identification of prior art discussed: Arunapuram.

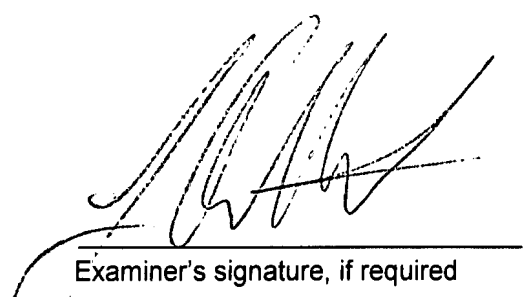
Agreement with respect to the claims f) ☒ was reached. g) ☐ was not reached. h) ☐ N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: See Continuation Sheet.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN A NON-EXTENDABLE PERIOD OF THE LONGER OF ONE MONTH OR THIRTY DAYS FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.

Examiner Note: You must sign this form unless it is an Attachment to a signed Office action.

  
Examiner's signature, if required

Continuation of Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: Mr. Roberts gave a general overview of the instant application, and explained how the cited prior art of Arunapram differed from the inventive concept of the instant application. Mr. Roberts also suggested amending the independent claims to include a modeling element used to determine the best points of a process to monitor for exceptions. Examiner Ouellette also suggested amending the independent claims to include how the messaging is escalated once a first message fails to be acknowledged. Mr. Roberts agreed to make the discussed amendments and Examiner Ouellette indicated such amendments would read over the cited prior art.